

U.S. Embassy Baghdad

ANNOUNCEMENT NUMBER: 13-E-55 SUBJECT:  
WORK ORDER CLERK  
FSN-5; FP-9\*  
ERBIL (ONE POSITION) DATE: 6/23/2013

OPEN TO: All Interested Candidates/All Sources

FROM: Human Resources Office

POSITION: Work Order Clerk, FSN-5; FP-9\*  
OPENING DATE: June 23, 2013  
CLOSING DATE: July 7, 2013  
WORK HOURS: Full time: 40 hours/week  
SALARY: \*Ordinarily Resident (OR): 25,356 USD p.a. (Gross salary)  
(Position Grade: FSN-5)

\*Not-Ordinarily Resident (NOR): 31,963 USD p.a. (Starting Basic salary)  
(Position Grade: FP-9\*)

ALL ORDINARILY RESIDENT (OR) APPLICANTS (See Appendix A) MUST HAVE THE REQUIRED WORK AND/OR RESIDENCY PERMITS TO BE ELIGIBLE FOR CONSIDERATION.

The U.S. Consulate in Erbil is seeking an individual to fill the position of Work Order Clerk in the Facility Management Office.

#### BASIC FUNCTION OF THE POSITION:

Incumbent is responsible for the work order program at post. Receives written, email, and phone request for maintenance department on routine. Updates residence and office files to ensure accurate accounting of repairs are documented. Reports to the Maintenance Supervisor any unusual problems or difficulties. Follow-up on all work orders and records all date into the system to ensure quality control. Informs requestor of anticipated, and solicits input regarding satisfaction of work performed.

A copy of the complete position description listing all duties and responsibilities is available in the Human Resources Office and can be obtained by contacting us at [IraqEmployment@state.gov](mailto:IraqEmployment@state.gov)

## QUALIFICATIONS REQUIRED:

All applicants must address each selection criterion detailed below with specific and comprehensive information supporting each item.

Completion of Secondary School is required.

Three (3) years in maintenance management or customer service is required.

Level III (Good Working Knowledge) Reading/Writing/Speaking in English, Arabic and Kurdish are required. (Language proficiency will be tested).

Strong knowledge on computer systems and database using per post required.

Must possess good customer service skills. Must have the ability to organize.

## SELECTION PROCESS:

When fully qualified, U.S. Citizen Eligible Family Members (USEFMs) and U.S. Veterans are given preference. Therefore, it is essential that the candidate specifically address the required qualifications above in the application.

## ADDITIONAL SELECTION CRITERIA:

1. Management will consider nepotism/conflict of interest, budget, and residency status in determining successful candidacy.
2. Current Locally Employed Staff (LES) are ineligible to apply for advertised positions within the first year of their employment, unless currently hired into a temporary position with less than 365 days.
3. Current Local Employed Staff (LES) serving a probationary period are ineligible to apply.
4. Current Ordinarily Resident employees with an Overall Summary Rating of Needs Improvement or Unsatisfactory on their most recent Employee Performance Report are not eligible to apply.
5. Currently employed U.S. Citizen EFMs who hold a Family Member Appointment (FMA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment.
6. Currently employed NORs hired under a Personal Services Agreement (PSA) are ineligible to apply for advertised positions within the first 90 calendar days of their employment unless currently hired into a position with a When Actually Employed (WAE) work schedule.
7. Special Immigrant Visa (SIV) and Refugee Visa recipients are ineligible for employment with the U.S. Mission in Iraq because it is incompatible with immigration guidelines as stated in U.S. Mission Policy Number 011-038 dated November 16, 2011.

## TO APPLY:

Interested candidates for this position must submit the following for consideration of the application:

1. Universal Application for Employment as a Locally Employed Staff or Family Member (DS-174); or
2. A current resume or curriculum vitae that provides the same information found on the UAE (see Appendix B); or
3. A combination of both; i.e. Sections 1 -24 of the UAE along with a listing of the applicant's work experience attached as a separate sheet; plus
4. Candidates who claim US Veterans preference must provide a copy of their Form DD-214 with their application. Candidates who claim conditional US Veterans preference must submit documentation confirming eligibility for a conditional preference in hiring with their application.

5. Any other documentation (e.g., essays, certificates, awards) that addresses the qualification requirements of the position as listed above.

**SUBMIT APPLICATION TO:**

Interested applicants may apply for this position by filling out the DS 174-Universal Application for Employment form and emailing it to [IraqEmployment@state.gov](mailto:IraqEmployment@state.gov)

To view the DS 174-Universal Application for Employment form (UAE) and application instructions, please click on below:

<http://iraq.usembassy.gov/jobsvacancies.html>

E-mails received without the appropriate subject line will not be considered.

Your e-mail must states the vacancy title and vacancy announcement number in the subject line, example: VA 13-E-55, Work Order Clerk, FSN-5, Erbil

**CLOSING DATE FOR THIS POSITION: July 7, 2013**

The US Mission in Baghdad provides equal opportunity and fair and equitable treatment in employment to all people without regard to race, color religion, sex, national origin, age, disability, political affiliation, marital status, or sexual orientation. The Department of State also strives to achieve equal employment opportunity in all personnel operations through continuing diversity enhancement programs.

The EEO complaint procedure is not available to individuals who believe they have been denied equal opportunity based upon marital status or political affiliation. Individuals with such complaints should avail themselves of the appropriate grievance procedures, remedies for prohibited personnel practices, and/or courts for relief.

Approved: ISU/GA

Cleared : FO/LD

Drafted : HRC/AA

**Appendix A  
DEFINITIONS**

This diagram demonstrates how an Appointment Eligible Family Member (AEFM) is also a US-citizen Eligible Family Member (USEFM) as well as an Eligible Family Member (EFM).

1. Eligible Family Member (EFM): An individual related to a US Government employee in one of the following ways:

Spouse or same-sex domestic partner (as defined in 3 FAM 1610);

Child, who is unmarried and under 21 years of age or, regardless of age, is incapable of self-support. The term shall include, in addition to natural offspring, stepchildren and adopted children and those under legal guardianship of the employee or the spouse when such children are expected to be under such legal guardianship until they reach 21 years of age and when dependent upon and normally residing with the guardian;

Parent (including stepparents and legally adoptive parents) of the employee or of the spouse, when such parent is at

least 51 percent dependent on the employee for support;

Sister or brother (including stepsisters and stepbrothers, or adoptive sisters or brothers) of the employee, or of the spouse, when such sibling is at least 51 percent dependent on the employee for support, unmarried, and under 21 years of age, or regardless of age, incapable of self-support.

2. US Citizen Eligible Family Member (USEFM): For purposes of receiving a preference in hiring for a qualified position, an EFM who meets the following criteria:

US Citizen; and,

EFM (see above) at least 18 years old; and,

Listed on the travel orders of a direct-hire Foreign, Civil, or uniformed service member assigned to or stationed abroad with a USG agency that is under COM authority, or at an office of the American Institute in Taiwan; and either:

Resides at the sponsoring employee's or uniformed service member's post of assignment abroad or at an office of the American Institute in Taiwan; or

Resides at an Involuntary Separate Maintenance Allowance (ISMA) location authorized under 3 FAM 3232.2.

3. Appointment Eligible Family Member (AEFM): EFM (see above) eligible for a Family Member Appointment for purposes of Mission employment:

Is a U.S. citizen; and

Spouse or same-sex domestic partner (as defined in 3 FAM 1610) or a child of the sponsoring employee who is unmarried and at least 18 years old; and

Is listed on the travel orders or approved Form OF-126, Foreign Service Residence and Dependency Report, of a sponsoring employee, i.e., a direct-hire Foreign Service, Civil Service, or uniformed service member who is permanently assigned to or stationed abroad at a U.S. mission, or at an office of the American Institute in Taiwan (AIT), and who is under chief of mission authority; and

Is residing at the sponsoring employee's post of assignment abroad or, as appropriate, office of the American Institute in Taiwan.

Does not receive a Foreign Service or Civil Service annuity

4. Member of Household (MOH): An individual who accompanies a direct-hire Foreign, Civil, or uniformed service member permanently assigned or stationed at a U.S. Foreign Service post or establishment abroad, or at an office of the American Institute in Taiwan. An MOH is:

Not an EFM; and,

Not on the travel orders of the sponsoring employee; and,

Has been officially declared by the sponsoring USG employee to the COM as part of his/her household.

A MOH is under COM authority and may include a parent, unmarried partner, other relative or adult child who falls outside the Department's current legal and statutory definition of family member. A MOH does not have to be a US Citizen.

4. Not Ordinarily Resident (NOR) – An individual who:

Is not a citizen of the host country; and,

Does not ordinarily reside (OR, see below) in the host country; and,

Is not subject to host country employment and tax laws; and,

Has a US Social Security Number (SSN).

NOR employees are compensated under a GS or FS salary schedule, not under the LCP.

5. Ordinarily Resident (OR) – A Foreign National or US citizen who:

Is locally resident; and,  
Has legal, permanent resident status within the host country; and,  
Is subject to host country employment and tax laws.

EFMs without US Social Security Numbers are also OR. All OR employees, including US citizens, are compensated in accordance with the Local Compensation Plan (LCP).

## Appendix B

If an applicant is submitting a resume or curriculum vitae, s/he must provide the following information equal to what is found on the UAE.

Failure to do so will result in an incomplete application.

- A. Position Title
- B. Position Grade
- C. Vacancy Announcement Number (if known)
- D. Dates Available for Work
- E. First, Middle, & Last Names as well as any other names used
- F. Current Address, Day, Evening, and Cell phone numbers
- G. U.S. Citizenship Status (Yes or No) & status of permanent U.S. Resident (Yes or No; if yes, provide number)
- H. U.S. Social Security Number and/or Identification Number
- I. Eligibility to work in the country (Yes or No)
- J. Special Accommodations the Mission needs to provide (Yes or No; if yes, provide explanation)
- K. If applying for position that includes driving a U.S. Government vehicle, Driver's License Class / Type
- L. Days available to work
- M. List any relatives or members of your household that work for the U.S. Government (include their Name, Relationship, & Agency, Position, Location)
- N. U.S. Eligible Family Member and Veterans Hiring Preference
- O. Education
- P. License, Skills, Training, Membership, & Recognition
- Q. Language Skills
- R. Work Experience
- S. References